

## *Lucideon Online Information Service (LOIS) Harnesses Cross-industry Insight and Knowledge Resources*

### INTRODUCTION

With a mission to help clients overcome their materials development, process optimisation and characterisation challenges, Lucideon has evolved into the World's leading trusted materials science partner.

With the application of in-house technical knowledge and expertise, Lucideon enhances and accelerates their client's success, solving the most complex of problems by leveraging their materials science knowledge and expertise to create solutions trusted by the healthcare, aerospace, nuclear, energy and construction industries.



Historically a membership research organisation for the ceramics and pottery industries dating back to 1920, Lucideon has harnessed its cross-industry insight and experience in materials development, analysis and assurance to provide a unique technical consultancy that enables, enhances and accelerates their clients' R&D activities.

## LUCIDEON

### CHALLENGE

In 2021, the company decided to explore upgrading their existing legacy abstracts database and legacy library management system to a modern, unified system. The company wanted to be able to manage and provide online access to their World Ceramics Abstracts database alongside their traditional library materials and digital documents. This wasn't possible with the legacy systems.

A new, unified information management solution was needed that would allow global access to all their knowledge resources through a single portal.



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**Caroline Mullington**  
Information Services & Technology Partnerships  
Capability Leader at Lucideon



## SOLUTION

Presented with this challenge, Information Services & Technology Partnerships Capability Leader at Lucideon, Caroline Mullington, began looking for a solution that would revamp their traditional library services to provide secure, unified access to their wide-ranging resources.

After conducting significant research, Caroline and her team discovered that Soutron could provide Lucideon with a secure, branded Search Portal that would provide their world-wide user community unified access to search the entire collection, in addition to users being able to request copies of articles, collections and digital documents.

After speaking with Soutron and participating in a product demonstration, the Lucideon team became very confident in knowing that Soutron could meet their needs and would continue to evolve as the Soutron technology is regularly updated. "The other vendors didn't instil that same confidence and understanding of the project that Soutron did," states Caroline.

## IMPLEMENTATION

During the implementation stage, the Soutron portal was set-up to provide secure, gated access to their technology partners and internal staff.

When asked about their Soutron implementation experience, Caroline replied: "Soutron has been a brilliant massive step forward for us and is now central to everything we do in the library. We worked closely with the Soutron team to migrate our materials and build our collection. We've accomplished so much in a short time frame. And that wouldn't have happened if we hadn't had the support from Soutron bringing the library collections together."

Now named the Lucideon Online Information Service (LOIS), their new library services are accessible both online and on the Lucideon Intranet.

Once signed in to LOIS, library users can browse the library collections, request items stored off-site and download proprietary research papers. LOIS also enables readers to self-check out books from the onsite Lucideon Learning Zone.

## RESULTS

Today LOIS enables the Lucideon Library Team to support their colleagues and partners internationally, providing access to all their knowledge resources through a single portal.

"The Soutron team have really been so supportive. We couldn't have asked for anything more really at all from them," states Caroline. "Soutron has done an amazing job and we're so thrilled with the final results."



Looking to the future, the usage reports are particularly valuable, giving the company insight and understanding of how the library resources and the Soutron portal are being used. Armed with that knowledge, developments will see the creation of new value-added information portals opening up further the impressive Lucideon knowledge base via Soutron's portal technology.

To learn more about Lucideon and the range of industry leading solutions they provide, please visit:

[www.lucideon.com](http://www.lucideon.com)

To find out how you can migrate to a fast, secure, cloud based library management system to support your organisation, start a conversation with Soutron Global today:

[www.soutron.com](http://www.soutron.com)